



Checklist

Dying, a normal part of life

- Do you have a patient who has not yet started a discussion about their end-of-life care or their future? Be proactive: start a dialogue. Even if this dialogue is that a discussion needs to happen soon. Provide some ideas for them to think about in formulating their preferences for care.

- Read this information from Advance Care Planning Australia: How to start a conversation <https://www.advancecareplanning.org.au/for-family-friends-carers/how-do-i-start-the-conversation>

- Make a training request via your supervisor, or via your organisation's training manager for specific workplace training on end-of-life care.

- Add end-of-life issues to your team meeting agenda. Share a couple of points that you learnt from the End-of-Life Essentials Education Modules with your colleagues.

- Tell your colleagues about the End-of-Life Essentials Education Modules and Toolkit.

- Make yourself aware of the ACSQHC End-of-Life Care Audit toolkit. Find the person in your organisation responsible for QA and bring it to their attention: <https://www.safetyandquality.gov.au/audit-toolkit-home/>

For resources go to the My Toolkit pages in End-of-Life Essentials website: <https://www.endoflifeessentials.com.au/>

Resources

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The Australian Commission on Safety and Quality in Health Care (ACSQHC) on End-of-Life Care, Part A – Processes of Care Sections:

- Patient-centred communication and shared decision-making
- Teamwork and coordination of care
- Components of care
- Use of triggers to recognise patients approaching the end of life
- Response to concerns

<https://www.safetyandquality.gov.au/publications/national-consensus-statement-essential-elements-for-safe-high-quality-end-of-life-care/>

The Australian Commission on Safety and Quality in Health Care (ACSQHC) on End-of-Life Care, Part B – Organisational Prerequisites:

- Leadership and governance
- Education and training
- Supervision and support for interdisciplinary team members
- Evaluation, audit and feedback
- Systems to support high-quality care

<https://www.safetyandquality.gov.au/publications/national-consensus-statement-essential-elements-for-safe-high-quality-end-of-life-care/>

Palliative Care Australia National Palliative Care Standards

The Australian Commission on Safety and Quality in HealthCare Fact Sheets:

- [End-of-life care - clinical basics](#)
- [End-of-life care - planning](#)
- [End-of-life care - last days of life](#)

Resources

Dying, a normal part of life

The Australian Commission on Safety and Quality in HealthCare: [National Safety and Quality Health Service \(NSQHS\) Standards](#)

End-of-Life Essentials: [Glossary of terms](#)

CareSearch: [Dying2Learn online course](#)

End-of-Life Essentials: Able versus Novice: [Which one are You?](#)

Videos, Blogs and Podcasts

A TED Talk by Peter Saul: [Let's talk about Dying](#) (13 mins, 13 sec)

Palliative Care Victoria, Associate Professor Brian Le, [Communication at the end of life](#)

Further Reading

Waller A, Dodd N, Tattersall MHN, Nair B, Sanson-Fisher R. Improving hospital-based end of life care processes and outcomes: a systematic review of research output, quality and effectiveness. *BMC Palliat Care*. 2017 May 19;16(1):34. doi: [10.1186/s12904-017-0204-1](#)

Masso, M., Samsa, P. & Grootemaat, P. (2016). Rapid review of the literature to inform the development of quality and safety indicators for end-of-life care in acute hospitals. ACSQHC, Sydney. Available from: <https://www.safetyandquality.gov.au/our-work/end-of-life-care-in-acute-hospitals/tools-and-resources-for-health-services/>

Virdun C, Lockett T, Lorenz K, Davidson PM. Hospital patients' perspectives on what is essential to enable optimal palliative care: A qualitative study. *Palliat Med*. 2020 Dec;34(10):1402-1415. doi: [10.1177/0269216315583032](#). Epub 2020 Aug 28.

Stansfeld, S. A., Shipley, M. J., Head, J., Fuhrer, R., & Kivimaki, M. (2013). Work characteristics and personal social support as determinants of subjective well-being. *PLoS One*, 8(11), e81115. doi: [10.1371/journal.pone.0081115](#)

Mackenzie AR, Lasota M. Bringing life to death: the need for honest, compassionate, and effective end-of-life conversations. *Am Soc Clin Oncol Educ Book*. 2020 Mar;40:1-9. doi:[10.1200/EDBK_279767](#)
